

National Trust of Australia (Queensland)
Annual Report
2021/2022





ACKNOWLEDGEMENT TO COUNTRY

The National Trust of Australia (Queensland) acknowledges Traditional Owners of country throughout Australia and recognise the continuing connections to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past, present and emerging.

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President's Summary Report

This financial year has proven to be a year of many successes and ongoing change, and on behalf of the National Trust of Australia (Queensland) [NTAQ] Board, I want to extend a warm thank you to everyone for your support.

The Board, together with the Leadership team, are truly committed to the NTAQ charitable purpose:

“To promote and advance the conservation, protection and understanding of Australia’s natural and cultural heritage, including the heritage of Australia’s First Peoples, for public benefit and education.”

This commitment has been reflected in every discussion, activity, and decision, starting with the Board’s strong focus and actions on how to build resilience for the future across all aspects of the organisation for the benefit of everyone.

No one can predict the future, but we can examine the best ways to safeguard the organisation including implementing the most relevant and considered actions now. We are sure that every person connected with NTAQ would want certainty into the future and to do all we can to best support the actions being taken for the benefit of all.

To fulfil the NTAQ charitable purpose, this year, we have collaboratively developed and introduced critical Strategic Priorities across our entire organisation, which all of us as Members will appreciate is essential and good business sense.

Our vision is “To be leaders in Conservation and Heritage” and we firmly believe that everything we have put in place over the past 12 months will enable us to realise this vision as we move forward with our new Strategic Priorities. To achieve this vision, we need to work together to support the Board and the Leadership team in every way we can. After all, we are responsible for leaving a legacy for the future.

This year there has been an extraordinary list of successes and the Board acknowledges the dedicated and highly skilled Leadership team for creating an environment that is ‘resilient, agile and committed to problem solving’ - much needed qualities in a time of constant change and uncertainty. This environment and the skill set of the Board have contributed directly to effective, timely and relevant decision making.

The Board and Leadership team are working closely and collaboratively to identify, prioritise and implement key critical business priorities to support balance and growth across NTAQ. Some of what we have achieved to date includes (and there is more to report in future updates):

- Nine Strategic Priorities that set out what we will deliver to safeguard NTAQ into the future. This includes a strong focus on financial resilience which is necessary to deliver on our charitable purpose. What we have achieved so far is the result of sharp and purposeful decisions.
- We are strengthening our governance so that the Board can deliver certainty and use the strong skills mix to support the NTAQ CEO, Jayme Cuttriss, and her team into the next twelve months with stability and proven business acumen. Organisational efficiencies have also resulted from our better governance processes, and we expect to see the future benefits of these efficiencies.
- The Board and the Leadership team members are now meeting monthly (we introduced this new approach in December 2021) because the new board wanted to ensure that decision making and guidance for the Leadership team was agile, timely and streamlined. This also necessitated the streamlining of governance structures.

- A new approach to risk management, including the introduction of the Board's Risk Appetite which has flowed through to all aspects of strategic and operational risks in the organisation, including opportunity realisation. Every successful organisation needs to recognise and establish its Risk Appetite, which has helped us make streamlined business choices now and into the future.
- A Digital and IT strategic priority will help to augment our position as a leading natural and heritage conservation organisation and support scaled-up digital capability. The efficiencies to be gained internally will flow throughout the organisation's functions and provide a degree of protection against crises like the recent pandemic.
- Prioritising strategic projects during a time of recovery will serve multiple purposes including ongoing competitive advantage in a highly competitive domestic economic environment. Thank you to all in the community who continue to support us. It is heartening to see the breadth and depth of support from the local, regional, and national communities who believe in our work across NTAQ.
- Reconnecting personally with members and volunteers has been very rewarding and much needed, with visits by the Board and the Leadership team to different regions in the state. We hope to continue ensuring this connection with many more members and volunteers in the future. Our volunteers are well known for their passion, and we are extremely grateful that our community is willing to support NTAQ's endeavours through the generosity of the volunteer program.

This year is a very special year. We have the wonderful opportunity to celebrate the 75th Anniversary of Currumbin Wildlife Sanctuary – an iconic place of local, national, and international importance.

We are responsible for doing all we can to conserve and advance our environmental heritage, restore habitats, and further advance the world-leading research and conservation breeding programs to ensure that we leave this world in a better place. We are all on this journey together – our obligation is to ensure that our conservation activities deliver future-proofing species for all generations who follow. This is one reason the Board is committed to supporting the CEO and her competent team in delivering key strategies to secure NTAQ and the Sanctuary's position as we emerge into a different world from what we had three years ago. Of course, this means some aspects of the business needed to be reviewed, which has been effectively accomplished. But, as we know, when there is a change of a magnitude that we have experienced globally, we want everyone in our community to know that we, the Board, and the Leadership team are providing certainty, focus and commitment so that NTAQ will be a place for future generations.

We thank you for your ongoing support.



Gina Palmer
President
National Trust of Australia

A handwritten signature in black ink, appearing to be 'Gina Palmer', written in a cursive style.

A Year in Review

In the 2021/22 financial year, we experienced many challenges and disruptions to our organisation. We had to continue operating without the security net of the JobKeeper allowance, which ended on 28 March 2021 and reliance on the recovery of the tourism industry to sustain our business. The outlook was uncertain due to the continued constraints on tourism recovery to Queensland. During this time, we successfully kept costs as low as possible and encouraged revenue generating ideas to diversify our recovery opportunities. But the restrictions, including state border closures and, later vaccine mandates, heavily impacted the visitation numbers at Currumbin Wildlife Sanctuary, the flagship property of our portfolio.

All National Trust of Australia (Queensland) (NTAQ) properties were impacted by the resurgence of the new highly transmissible Omicron COVID-19 strain which hit Australia just prior to the much-anticipated summer holiday period 2021/22. As a result, state border restrictions stayed in place until lifted by the state government on 15 January 2022. These barricades and checkpoints had been in place since March 2020. These constraints heavily affected our interstate visitation numbers and our local Northern Rivers staff, volunteers, visitors, and Members. Once the state border closures lifted, we saw an increase in domestic and local tourism return to Currumbin Wildlife Sanctuary and other NTAQ properties with visitation numbers since then exceeding our expectations.

Cooktown in Far North Queensland continued with steady visitation numbers throughout the financial year, although high fuel prices are thought to have negatively impacted the drive market to that region.

During this time, our Leadership team refocused efforts to tourism recovery after setting a new 5-year strategic plan. This has guided our priorities and shaped our direction for the future. In addition, we have remained committed to our conservation and threatened species programs, hospital research programs, environmental services, and bushland regeneration work.

We have also remained focused on securing grant funding and partnerships to help us improve our asset care and the visitor experience at all our properties. Most of our heritage sites have had significant and necessary improvements undertaken, overcoming supply chain shortages of resources, labour, and trades that presented a real challenge at our more remote properties. The Far North properties have had extensive programs of work carried out to improve storm resilience and improve the guest experience. Both Hou Wang Temple and Cooktown Museum received significant Federal and State Government funding to assist us with improvements to those properties, and we thank them for their support.

We have been delighted with the steady resurgence of event bookings at many of our properties and the very successful and well attended National Heritage Festival in April-May 2022 under COVID-19 safe measures. I am pleased to confirm that the National Heritage Festival will take place again in April-May 2023.

This year marks the 75th Anniversary of Currumbin Wildlife Sanctuary and this celebration has given us an opportunity to gather memories, photographs and video footage from years gone by. The celebration commenced in July 2022 but much of the preliminary anniversary planning work commenced in 2021/22 year. Thank you to the 75th Anniversary Working Group that dedicated their time to plan the many activities for staff, volunteers, supporters, and the community to enjoy, including the 2022 Gala Fundraising Dinner and Community Cocktail event to celebrate the legacy of Dr Alex Griffiths.

I would also like to acknowledge the significant accomplishments of Michael Kelly, former General Manager of Currumbin Wildlife Sanctuary. Michael has successfully led the operational team during his tenure, winning

the 2021 Silver Award for Major Tourist Attraction at the National Tourism Awards. Michael has now taken on a statewide position as General Manager of Strategic Projects, managing the many NTAQ significant projects and overseeing the master planning exercise at Currumbin Wildlife Sanctuary. Currently, Michael is working on the rebuild of the iconic kangaroo paddock, the plans for Currumbin Wildlife Hospital Research and Training Facility, Garima Conservation Reserve Training Center, and a new presence at Queen's Wharf, Brisbane. This is a critical role to continue our expansion in our mission-based priority of conservation of wildlife, habitats, and special places.

I would also like to welcome incoming General Manager, Travis Couch who brings a wealth of experience to this role and has settled in well with the Sanctuary team. Travis has joined at a brilliant time as we now start to see tourism recovery to the Gold Coast. The Sanctuary recently won the 2022 Queensland Tourism Awards for Major Tourist Attraction and the 2022 Queensland Training Awards for medium sized employer. The Sanctuary was also recently recognised in the Gold Coast Business Excellence Awards for the Tourism, Hospitality and Events category. These awards are attributed to the hard work, diligence, and commitment of all the Sanctuary's staff and volunteers.

Although we were heavily impacted by COVID-19, we continued to expand our wildlife hospital services and increase our focus on research and conservation breeding programs. Focus on the future was a key priority to ensure the continuing care for wildlife, habitats, collections, and places in our custodianship.

We also commenced drafting our second Reconciliation Action Plan for NTAQ. We are pleased to announce that this will be launched in 2023 and be implemented statewide.

I want to thank the Directors for their support of the investment of resources for the future as we rebuild our staffing and volunteer numbers at our properties, we increase business support roles, include key strategic roles in our Leadership team and grow our work teams in heritage and environmental services. This investment and continuous improvement of our properties will lead to a prosperous future for the NTAQ as a charity organisation.

Lastly, a big thank you to our team from Currumbin to Cooktown of over 1,000 staff, volunteers, and training participants for their contribution to the successes of NTAQ in the past year. I would also like to acknowledge our Ambassadors who help promote our causes and our loyal members that support the work of the National Trust throughout Queensland.



Jayme Cutriss
CEO
National Trust of Australia
(Queensland)

A handwritten signature in black ink, appearing to read 'Jayme Cutriss', written in a cursive style.



Nominations & Governance Committee Update

By Toby Price, Chair, and NTAQ Director

It has been a busy year for the Nominations and Governance Committee (N&G) with a number of significant projects in addition to the ongoing commitment to good diligence and corporate housekeeping. Thanks must be given to the Committee members and the Leadership team for their commitment to successfully progressing a demanding schedule. We also welcomed two relatively new Director appointments to the Committee. Glenys Schuntner and Mellissa Brown, who were both announced as Directors of NTAQ at the 2021 Annual General Meeting, and immediately volunteered and were appointed to take the place of two retiring Directors on this Committee. Their experience and diligence have been invaluable in achieving successful outcomes of the Committee throughout the year. Please see below a synopsis of the key projects undertaken by this Committee over the course of 2021/22.

Comprehensive review and recommended updates to the NTAQ Constitution

Initially scheduled for 2020 (at the request of the Board), the Constitution of NTAQ has been diligently reviewed this year, with comprehensive legal advice from our law firm, Minter Ellison.

The global pandemic did not just delay these proceedings; it helped to focus the purpose of the review, taking account of previously unforeseen situations with the aim of making NTAQ a more resilient enterprise.

Specifically, this review focussed on the following:

- **Governance** – ensuring that clauses, wording, and interpretation were relevant, accurate and unambiguous; supporting good governance and ensuring we meet the guidelines of ACNC.
- **Financial Resilience** – securing the organisation's future by considering potential significant threats to its operation and income streams and safeguarding our financial position.

- **Management & Succession** – to future-proof the leadership of NTAQ with a Board that comprises the necessary skills and experience and ensures that the Board operate an effective rotation practice.

As endorsed by the Board, the recommendations from this review are a key deliverable for the 2022 Annual General Meeting and may be perused by all members in the papers accompanying the meeting.

Review of the NTAQ Board Charter

First completed in 2019, this Charter is reviewed by the Committee annually to ensure the Strategic Priorities of NTAQ are being met. It has never been more timely and relevant since the recent global pandemic and ensures the focus of the Board and our Committee structures to enable us to be agile and effectively execute our mission and charitable purpose.

Review and update of NTAQ Committee Charters

The Committee undertook a review of each Board appointed Committee and provided recommendations to the Board with the following outcomes:

Nominations and Governance – with a recent review and updates, the Board approved minor amends for relevance and accuracy.

Heritage and Advocacy – with a critical new skillset on the Board in the form of Director Stephanie Keays, the Board decided to appoint a Working Group to lead a review of Heritage and Advocacy, particularly in respect to our charitable purpose. Subsequently, the terms of reference of the Committee will be developed and the Committee will be able to move forward in a position to better support the endeavours of the Leadership team.

Branch Committees – as with the Heritage and Advocacy Committee, this review was deferred to allow the CEO to ensure alignment with the organisation's strategic priorities. This review will now be conducted in early 2023.

Again, the focus will be on aligning with our charitable purpose.

General policy reviews

In line with its remit, the N&G Committee reviewed and recommended to the Board the implementation of, and updates to, a number of important policies that form the backbone of our good governance and compliance. Amongst these were the Vulnerable Persons Policy, Whistle-Blower Policy and Credit Card Policy. Thanks again, in particular, to the Leadership team for their support in these endeavours.

Recruitment and selection of candidates for two Board positions

Two Directors complete their three-year term at the conclusion of the 2022 Annual General Meeting – Gina Palmer (President) and Toby Price. Both are eligible for re-election, and both are on the N&G Committee. In line with stringent protocols, the recruitment process was undertaken by the non-conflicted members of the N&G Committee (Mellissa Brown and Glenys Schuntner). In consultation with the Board, and after reviewing a significant number of very high-quality applications, four candidates were recommended by the Board to be put forward for election by secret ballot of the membership of NTAQ.

Complying with the Director election process developed and first implemented in 2020, candidates were selected in line with the skills matrix created and updated by the Board to ensure the strategic and business needs of NTAQ are met. The results of the Member vote will be presented at the 2022 Annual General Meeting. The Committee thanks the Leadership team and all staff who supported the process this year.

Ongoing review of the ACNC Self-Evaluation Governance Checklist

The ACNC Self-Evaluation Governance Checklist is an essential governance tool, and as part of our commitment to continuous improvement we maintained our review of the checklist this year. Further to this, and an outcome of a strategy workshop undertaken by the Board at the start of the year, were two new areas of focus. Firstly, recognition of the importance of risk management led to the development of a Risk Appetite Statement, which was actioned through the Audit and Risk Committee.

Secondly, our Human Resources processes was reviewed, and actions implemented by the CEO.

Review of the process for electing the President/Chair and Deputy of NTAQ

Furthering best practices within the organisation and the importance of appointment to key positions, the Committee reviewed the new process (first introduced by the N&G Committee and endorsed by the Board in 2021 to support up-to-date practices) for the appointment of a President/Chair and Deputy. Its recommendations were adopted by the Board to be implemented when electing the President/Chair and Deputy for 2023.

Developing and undertaking the Board Self-Evaluation Process

Again a process of good governance, the Board committed to undertaking the first Board self-evaluation assessment. The N&G Committee, in consultation, developed this with the Board and with critical assistance from the company CFO using industry-recognised templates. The Board completed this evaluation for the first time this year and will continue to do so annually, evaluating itself against its historical performance and external benchmarks.

On behalf of my fellow Committee members, we look forward to supporting best practise in the future.

The Nominations and Governance Committee for NTAQ in 2021/22 comprised of:

Toby Price, Chair, NTAQ Director
Gina Palmer, NTAQ President
Mellissa Brown, NTAQ Director
Glenys Schuntner, NTAQ Director

Supported by:

Jayme Cuttriss, NTAQ CEO
Ben Graziani, NTAQ CFO & Company Secretary
Donna Keyte, NTAQ Executive Assistant

Our Heritage Assets & Services

By Stuart Lummis, Chair – Heritage & Advocacy Committee

Heritage Advocacy

A number of Board members and Committee members were invited to join the Ministerially appointed Queensland Heritage Advisory Panel, to review the current practical workings of the Queensland Heritage Act and provide recommendations on initiatives on how Queensland's heritage can be better protected. In all, over 20 suggested recommendations have been made in a formal response which is currently before the Minister. However, if adopted, it will take several years to implement changes to legislation due to the extent of the recommendations.

During the year, the Heritage and Advocacy Committee has responded to numerous situations where heritage assets have been at risk; these responses have been coordinated through both the media and online platforms and taken up at the Queensland Heritage Council level. Currently, the Committee is reviewing all options to have Reconciliation Rocks reconsidered for a National Listing.

Heritage Register

The Heritage and Advocacy Committee reviews all Heritage nominations before the Queensland Heritage Council and provides written responses.

Significant Trees

The Committee also assess all applications for our Significant Trees program and recommends for ratification of the NTAQ Board. We are very appreciative of Dr Valerie Dennis and the dedicated volunteers that assist with this national program. This program encourages the communities throughout Queensland to actively promote our natural assets.

Stewardship of our Heritage Assets

During the year, a separate Working Group has been established to review the current heritage properties owned by NTAQ to ensure we have adequate preventative maintenance programmes in place while reviewing opportunities to enhance their operational performance. However, given the geographic spread of assets, completing the reviews and implementing recommendations will take several years.

The Heritage and Advocacy Committee

for NTAQ in 2021/22 comprised of:

Stuart Lummis, Chair, NTAQ Director

Ray Holyoak, former NTAQ Director July 21 – November 2021

Andrew Ladlay

Chris Buckley

Fiona Gardiner, appointed February 2022

Jonathan Schiavo Hobbs

Jannene Smith

Jan Allen

Supported by:

Jayne Cuttriss, NTAQ CEO

Phillip Tanner – NTAQ Heritage Manager

Dr Valerie Dennis – NTAQ Senior Researcher

Donna Keyte, NTAQ Executive Assistant

Our People

By Jane Jamieson, General Manager of Human Resources and Volunteer Programs

The financial year of 2021/22 has delivered a series of exceptional circumstances that have impacted our wider work team at NTAQ. This 12 month period encompassed very significant events such as the closedown of commercial operations due to COVID-19 directions, mandatory vaccination directions, national border closures and subsequent re-openings resulting in pent-up visitor demand and associated increased labour demand, a series of extreme weather events, and culminating in the recent labour market phenomenon dubbed as ‘the great resignation’; with job turnover rates not experienced since the 1960s. However, as a testament to the wonderful NTAQ work team of employees, volunteers and training program participants, our people have continued to show their commitment and dedication to our important causes throughout this turbulent year.

During the financial year, there has been a notable reduction in overall team numbers post COVID-19. However length of service data remains consistent with previous years pre-COVID-19 and workforce gender composition remains relatively similar. However, overall staff numbers have declined, and volunteer numbers have significantly reduced as more people show priority to re-join the paid labour force.

A primary focus for this year has been on providing accredited training to the NTAQ work team to address the need to upskill and offer an engaging work environment to ensure retention. We are incredibly proud to share that this has culminated in Currumbin Wildlife Sanctuary winning the 2022 Queensland Training Award – Medium Employee of the Year.

2021-2022 NTAQ Total Team status	2021-2022 Gender composition of NTAQ paid workforce	2021-2022 Aboriginal and Torres Strait Islanders	2021-2022 Ages of paid team members	2021-2022 Length of service
38% paid employees	70.5% Women	3.6% of total paid workforce including trainees	29% 15-25 years old	71% less than 5 years
56% volunteers	29.2% Men		43% 25-45 years old	16% 5-10 years
6% training program participants	0.3% Agender		21% 45-60 years old	13% over 10 years
			7% are 60 years +	

TOTAL NUMBERS	JUNE 2020	JUNE 2021	JUNE 2022
NTAQ Staff	255	256	241
Internal Staff Training Programme	0	0	51
• School Based Trainees on staff – Cert 3 in Business			16
• Diploma Leadership and Management			8
• Cert 4 courses in WHS and Leadership and Management			21
• Other accredited training – C3 Business, Apprenticeships			6
NTAQ Volunteer Programs Totals	668	671	570
• NTAQ Heritage Volunteers	130	143	120
• Currumbin Sanctuary Park Volunteers	243	206	170
• Currumbin Sanctuary Wildlife & Horticultural Volunteers	160	166	150
• Currumbin Wildlife Hospital Volunteers	135	156	130
External Training Participants Programmes	77	24	164
• Hosted School Based Trainees – Cert 3 in Hospitality, Tourism, Retail, Business, and ICT	11	0	N/A
• TAFE Students:	58	21	91
o Cert 2 and 3 within Wildlife			
o and Cert 3 & 4 within Wildlife Hospital			
• University Intern placements in Vet Sciences, Marketing, Events or WHS	8	3	1
• Labour marketing training programs	0	0	21
TOTAL TEAM NUMBERS	1000	951	1026

Currumbin Wildlife Sanctuary

By Travis Couch, General Manager

The 2021/22 financial year was both a challenging and cautiously optimistic period due to the impacts of COVID-19 and the weather events experienced along the east coast of Australia due to La Niña.

Encouragingly, the year saw the commencement of tourism recovery across the region and a long awaited, gradual increase in visitation numbers as restrictions were eased. Currumbin Wildlife Sanctuary (CWS) welcomed 262,000 visitors over the year. With the additional support of various government grant programs, the Sanctuary ended the year in a solid financial position. Domestic attendance has been maximised with a focus on providing high-quality, localised visitor experiences which increased domestic visitation by 11%.

The impact of COVID-19 was again significant throughout the year and the Sanctuary's team of staff members and volunteers have done an extraordinary job in responding to the evolving changes to restrictions and/or lockdowns. The Sanctuary continued to operate under its government approved COVID-19-safe plan throughout the year.

Despite an unpredictable operating environment, the Sanctuary has continued to enhance its overarching guest offering and realised a number of significant achievements over the period. In a milestone first, the Sanctuary was awarded Gold at the Queensland Tourism Awards as the Major Tourist Attraction for the second year running, a fitting acknowledgement of the incredible collective efforts of our entire team. Further highlights included attaining the maximum score of 100 points in 'Best of Queensland Experience' by Tourism and Events Queensland, in recognition of the consistent delivery of an exceptional experience, exceeding the Gold Coast and Queensland tourist operator average. In addition, visitor feedback across all markets is consistently positive, with a 96% satisfaction rating and a 4.5 ranking across online/social media feedback.

Based on guest comments across review platforms such as TripAdvisor, Facebook and Google, CWS has a Global ReviewPro Index of 92.5%, remaining on equal par to 20/21. CWS's rating exceeds the benchmark of 80% and the average score of other Gold Coast attractions (89.5%).

The Sanctuary maintained its 5-star Food Safety rating with the City of Gold Coast for the third year and was also awarded Best Unique Venue with the Gold Coast Brides Choice Awards for the third consecutive year.

During the year, the Sanctuary increased its focus on conservation projects with our 'breed to release' programs making considerable progress through grant funding secured to support two of our most significant projects, the Kroombit Tinkerfrog and the Eastern Bristlebird.

As part of our conservation efforts, our team progressed the development of Garima Conservation Reserve (GCR), a 27-hectare property in Currumbin Valley generously gifted to the NTAQ in 2021. The property has seen a number of key projects undertaken, including the development of a purpose-built facility for the Eastern Bristlebird, delivery of Certificate 1 in Conservation and Ecosystem Management through provider Challenge Employment and Training, significant progress in our Bush Regeneration efforts across the site and the establishment of our administrative offices and supporting technology. GCR has become a vital part of our conservation ambitions to protect the important ecology found in this region for future generations.

NTAQ proudly acquired Honeyworld during the financial year. Home to millions of bees and an extensive selection of honey products, and sweets from iconic Queensland brands, Honeyworld has been a well-received addition to our retail offering across the Sanctuary.

Over the course of the year the Sanctuary introduced many innovative programs and practices that have produced strong results within the domestic market, indicating a growth of 11%, despite the impact of border and travel restrictions. Total visitation numbers have increased year on year by 4% based on a year of shorter lockdowns and the opening of domestic borders. Our membership offering continues to be a popular program, with total memberships growing by 9%, compared to FY20/21, to almost 20,000 members.

The Sanctuary launched the new precinct, Extinction Trail in December 2021. Highlighting our Continents extinct animals throughout the ages and providing an opportunity to stop extinction of further species in a new engaging way. We also expanded the First Nations Cultural Experiences including the development of the Melaleuca Yarning Circle, Twilight Tour, Cooking on Country, Wild Adventures (school holiday program) and the roll out of Yugambeh-inspired wayfinding across the site.

A new experience introduced was the launch of Sanctuary Sounds, providing musical entertainment over the summer holiday period. In addition, our annual popular Halloween event, Fest-Evil at the Fangtuary, was enhanced over three "spooktacular" nights, along with implementing new food and beverage menus park-wide. The launch of Koala Breakfast and Grazy Afternoons experiences have been well received by visitors and key enhancements to the Sanctuary Car Park to enhance traffic flow and capacity. Key enhancements are being made to the Sanctuary carpark to improve traffic flow and parking capacity.

In closing, I want to thank our entire team for their dedication, hard work and collective efforts throughout the year. It is an exciting time to be a part of the incredible team at the Sanctuary.

TOTAL NUMBERS	FY 21/22	FY 20/21	% Change
Domestic visitation	253,083	235,104	+7.6%
International visitation	8,088	1,087	+644.1%
Total visitation	261,171	236,191	+10.5%
Total Revenue	\$21,276,846	\$19,930,367	+6.8%
Net Operating Profit before depreciation and non-operating items	\$2,675,125	\$2,738,586	-2.3%
Net Operating Profit Margin	12.6%	13.7%	-1.1%

Workplace Health & Safety

By Petra Westerguard NTAQ Health, Safety & Security Advisor

During 2021/22, once COVID-19 travel and operational restrictions were lifted, WH&S inspections and training resumed at the following properties: Wolston Farmhouse, Royal Bull's Head Inn, Zara Clark Museum, Stock Exchange Museum, Townsville Heritage Centre. Ensuring compliance and maximising workplace safety will continue to be a priority across all NTAQ properties.

WH&S handbook and emergency procedures are in place for newly acquired properties, Garima Conservation Reserve (GCR) and Honeyworld. Emergency incident simulation training has also taken place at GCR due to the remote location of this property. At Currumbin Wildlife Sanctuary, trees continue to be one of the main hazards due to the nature of the site, this risk is being mitigated by an extensive tree management plan and monitored by external specialist.

Currumbin Wildlife Hospital

By Dr Michael Pyne, Senior Veterinarian

FINANCIAL YEAR	2010-21	2021/22	% Change
Total Admissions	13,964	15,422	+ 10.4%
Koalas	427	435	+ 1.9%

Throughout the 2021/22 year, admissions to Currumbin Wildlife Hospital continued to increase, with 15,422 cases or 10.4% increase in admissions from the previous year. Koala admissions were up marginally from the previous year to a total of 435 koalas.

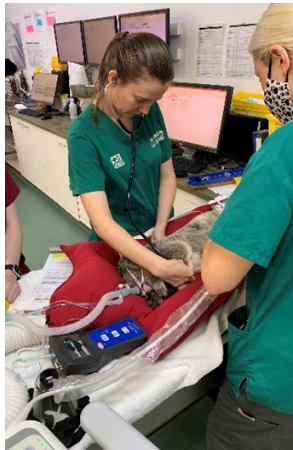
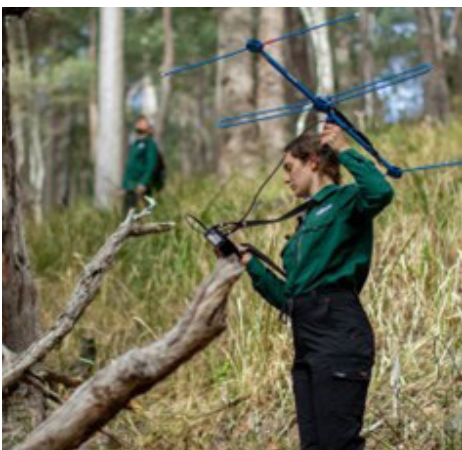
The Pottsville Koala Hub was open for its first full twelve months which greatly assisted with the rehabilitation and treatment of long term koala cases and the housing of koalas to be vaccinated against chlamydial disease.

The koala chlamydial vaccine project grew significantly throughout the 2021/22 year with a total of 24 koalas being tracked in the Elanora region following vaccination. Of these, 13 have been recaptured and all remain clear of chlamydia. The early results from this project are very encouraging that the vaccine is providing protection against koala chlamydial disease, this project has a further three years of monitoring with the aim to monitor 30 vaccinated koalas post vaccination. In total, a further 177 koalas were vaccinated prior to release but will not be monitored.

Currumbin Wildlife Hospital were supported through 2021/22 with 28,044 hours of invaluable volunteer time. The wildlife hospital continues to closely support the education of students, having a total 6,748 hours of vet and vet nursing students attend the hospital throughout the year.

The two volunteer ambulances and WIRES rescue ambulance in total travelled 147,693 km, rescuing and transporting a total of 2,134 patients.

The entire Hospital team are to be commended on their incredible and essential work in treating the wildlife in our community.





Conservation Programs

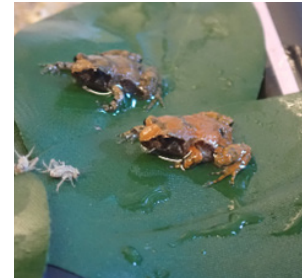
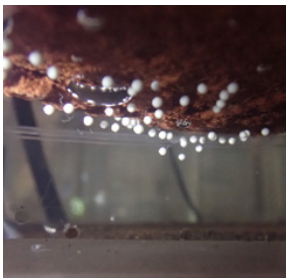
By Anthony Molyneux, Life Sciences Manager

The year 2021/22 was very productive for the Conservation Team within the Wildlife Department.

Key activities to highlight include:

Kroombit Tinkerfrogs

- Construction commenced of the new Frog Lab that was funded by the Australian Government Bushfire Recovery for Wildlife and their Habitats program (\$562,000 ex GST). This is expected to become fully fitted out internally and operational by the end of 2022.



- Over 80 of the critically endangered Kroombit Tinkerfrogs were bred and raised at CWS.
- Kroombit Tinkerfrogs were collected from the wild to bolster the genetic stocks of the current captive breeding program.

Eastern Bristlebirds:

- A new 5-year agreement was signed with the NSW Department of Planning and Environment to provide increased support to the Eastern Bristlebird captive breeding program.
- 5 new Bristlebird breeding aviaries were constructed, including a storage shed, at Garima Conservation Reserve (GCR) which was funded by the Australian Government (\$130,000 ex GST) and the NSW Government SoS program (\$80,000 ex GST).
- Funding was received from NSW Government SoS program (\$10,225 ex GST) for a solar battery at GCR breeding area.



(five breeding enclosures and shed in the distance – note: solar panels on enclosures 2,3 & 4)

- The Australian Government Bushfire Recovery for Wildlife and their Habitats program funding (\$240,000 ex GST) was acquitted for the Eastern Bristlebird captive breeding program.
- Eastern Bristlebirds were moved to GCR aviaries and, amazingly, had successful breeding within months of moving birds to this new facility.
- Two Eastern Bristlebirds were bred at GCR that are a cross between a northern population bird and a central population bird. This is a great step forward for the program to enable genetic rescue of the northern population.
- Funding was received from the Regional Bushfire Recovery for Multiregional Species (\$93,000 ex GST) to fund a project titled ‘Developing radio-transmitter attachment methods for Eastern Bristlebirds.’
- Two staff (Allison Beutel and Zannah Gubler) attended the translocation of Eastern Bristlebirds from NSW to Mornington Peninsula in the 1st week of April 2022. This was due to their highly valued skills in capturing and handling Eastern Bristlebirds and recognition of our skilled staff.



(first Bristlebird release at GCR)



(off-grid solar battery)

I would like to thank the entire Conservation Team for their dedication and contribution to these successes and the other critical conservation projects underway to help save some of our amazing wildlife from extinctions.



BRENNAN & GERAGHTY'S STORE MUSEUM

By Ken Brooks, Caretaker

Visitation numbers have started to increase (after COVID-19) with 2021/22 bringing in 1,649 visitors including, 75 National Trust Members. The new mid-week opening worked well for our volunteers who care for this property.

The worst floods hit Maryborough in years in January/February 2022. This year we suffered our fourth-highest flood in recorded history, causing immense damage within the city area. Brennan & Geraghty's is above all known flood levels but is constructed of timber and low set to the ground; the building absorbs water dispelled throughout the floor area. Although we had some minor mould issues on window glass which could be remedied quickly, there were no issues with collection items.

A big focus remains on the care of the building and grounds maintenance. Although the fig trees in the rear garden are magnificent, they are deciduous and lose their leaves from June to September, and the clean-up is relentless. Regular storms keep us on our toes, mainly removing fallen branches and palm fronds that must be moved away from the buildings to reduce the fire risk.

We continue to document the collections and add to our research files on those items. For example, an item that came back to the Store during its 150th Birthday Celebration was the coffee grinder used in the Store by Brennan & Geraghty. Although this item, together with many other items, was gifted to the Maryborough Historical Society by the Geraghty family before the NTAQ acquired the property, over the years, items have slowly returned. The coffee grinder was an essential piece of equipment for grocery stores; it allowed the storekeeper to grind coffee



sold from their Store to the requirement of their customers. During our research, we also found that Brennan & Geraghty were the first coffee producers in the region.

We look forward to Brennan & Geraghty's continuing to attract visitors and rebuilding our visitor numbers.

Coffee at Maryborough.

Mr. P. Brennan, of the firm of Messrs. Brennan and Geraghty, Greenmount orchard, Tinana, has brought under the notice of the *Maryborough Chronicle* several branches plucked from coffee trees growing on that estate. They are heavily laden with large ripe berries, which on being opened disclose well developed beans, which could be most favourably classed with anything that is imported. Mr. Brennan gathers his coffee beans annually and disposes of them after the proper treatment, which is very simple. He informs us that 450 trees will go to the acre easily, and each tree bears from 10s. to 15s. worth of coffee annually when full grown. In low-lying places the trees need to be protected from the frost, but on higher ground they thrive splendidly. Children are needed to gather the berries, and farmers with families should find it profitable and convenient to fill up spare corners on their land with the useful coffee shrub.





WOLSTON FARMHOUSE

By Phillip Tanner, Heritage Manager

During 2021/22, Wolston Farmhouse secured some much needed funding to support our maintenance programs of this property with focus on improving the condition of the Farmhouse and the site. Works included:

- Education Centre – securing building structure
- Building of a road to service back property areas
- Tree work to ensure safety of guests and team members
- Toilet block- painting all areas, tiling the basin sink area, new taps

Wolston Farmhouse’s continued success with the High Tea and Tour product gave great exposure for first time visitors to Wolston Farmhouse. Education groups returned, and the property volunteers ensured all Farmhouse areas were appropriately dressed, enhancing the visitor experience. The volunteers have continued to make enhancement to the Farmhouse for visitors to enjoy. We were glad to welcome back our tour groups for night tours and daytime experiences. Event business slowly returned with private bookings of social and community groups.

A special thank you to all of our NTAQ property volunteers for their commitment, passion and contribution to the properties in our care



ROYAL BULL'S HEAD INN

By Stephanie Keays, NTAQ Manager

COVID-19 impacted Royal Bull's Head Inn, but the dedicated volunteer team was fortunate to have local artisans' support for Open Days and the Carnival of Flowers, which had a theme 'Flowers, Frills & Thrills'. Artisans included a textile artist, lace makers, and a bio-artist. One artisan Volunteer, Lois Burton, who turns up almost every week to support the branch with her craft for sale, always adds extra colour to Open Days.

The Royal Bull's Head Inn also had rotating period dress displays from Dulcie Mason Dress Collection from the Australian Cultural Library.

The Paranormal Investigations were regularly held in the first part of the 21/22 year and were very popular but are now being replaced with night tours. School visits from Grade Two classes have provided an excellent opportunity for teachers and students to have an authentic experience around one of the year's core modules. Helen Moloney and her team have given their time and expertise to make this memorable.





TOWNSVILLE HERITAGE CENTRE

By Bruce Gibson-Wilde, Caretaker

Volunteers continue to conduct school visits to the houses. In addition, they develop activities that correspond to the ages of year 3 and 4 students studying "Changes Over Time".

Volunteers do wonderful work caring for the gardens, trimming and tidying parts of the garden, especially the rose garden, for any weddings and events the centre hosts. The bush was planted about 10 years ago by the Girl Guides. There was also continued work on property maintenance and collection management.

HARRIS HOUSE

By Jayme Cuttriss, CEO

Harris House continues to be commercially tenanted. State Grant funding was secured to carry out tree works and repair the front fencing later in 2022/23. During the extreme rain events, NTAQ engaged engineers to assess the house's stability with the only superficial cracking present. Future maintenance works are required for Harris House.



ZARA CLARK MUSEUM

By Kris Patterson, Volunteer

Charters Towers has been celebrating the 150th Anniversary of Gold discovery here, and the Zara Clark Museum has been assisting where possible. Two open days have been held at the Museum in conjunction with other 150th Anniversary events; these proved very popular and kept our Museum volunteers busy.

The Townsville Branch of the Australian Institute of Mining and Metallurgy, which had received a grant to restore the glass model of the Charters Towers Goldfields, originally constructed in 1935, held a function, in May, for the opening/completion of the project. This was attended by some 50 guests, including geologists and mining engineers, Museum volunteers and Charters Towers Council representatives. Although it still needs to be completed, the model is accompanied by information panels and a presentation of the gold fields. It has added to the already impressive display of exhibits in the Museum "Gold Room". Special thanks are due to Mr Jim Morrison, the AIMM member who coordinated the complex restoration task to fruition.

Now into our 13th year of operating the Museum on a day-to-day basis for NTAQ, we are lucky to have many of our original volunteers still with us. Our Museum is more than just "a museum"; it is our pride and joy. Many of our visitors say they have been told they must visit the Zara Clark Museum if they are travelling to Charters Towers. We are making a name for ourselves out there, and we appreciate the many positive comments that make us return each following year.



STOCK EXCHANGE ARCADE & DON RODERICK ASSAY ROOM GALLERY

By Desley Gist, Volunteer

Charters Towers is celebrating its 150th Anniversary in 2022, and the Don Roderick Assay Room Gallery took on a couple of projects to mark the occasion. The historical aspects have been greatly enhanced with new exhibits on the Stock Exchange Arcade covering the previous wooden building, events in the Arcade and a feature on some of the other tenants who occupied the Arcade in its early years.

More information is now displayed on the Assay Room occupants, Bray and Oakes, then Gordon Wilson. We were most grateful for the donation of a diary of Gordon Wilson's by his great-granddaughter following her visit.

With the assistance of a grant from the Charters Towers Regional Council Community Fund, a photographic exhibition was put together, in print and digitally, of Then and Now photographs, showing how well many Charters Towers buildings have been preserved. Several artists continued the theme with Then and Now paintings and used historical notes to accompany their art. To coincide with the Queensland Day Celebrations, the photos also included Faces and Places of Charters Towers, early locals, buildings, and mines that are no longer with us.

Visitor numbers and sales levels continue to be strong, and it has been wonderful to welcome back our international tourists. This year, numerous visitors have also mentioned a connection to Charters Towers, an ancestor who was a former stockbroker, mine manager or store owner. It has been lovely to hear their stories. Visitor feedback is so positive, with great interest in the fantastic art and pottery works on display and the Stock Exchange Arcade history and Assaying facets. Volunteers are proud to be part of this attraction which demonstrates the repurposing of the Assay Room in a unique way.



HOU WANG TEMPLE AND MUSEUM, ATHERTON

By Gordon Grimwade, Volunteer, and Historian

Hou Wang Chinese Temple and Museum undertook significant maintenance projects, including urgent Conservation work on the temple that was completed earlier in the year. The plumbing work was completed to reduce leakage and improve water discharge by replacing rainwater goods. Great care was taken to ensure a good outcome for the temple. We also completed repairs to the decorative front fence, which was reconstructed and repainted.



COOKTOWN MUSEUM

By Beverly Grant, Museum Supervisor

Queensland Governor General Visit

Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland accompanied by her husband, Professor Graeme Nimmo and entourage visited the Cooktown Museum on 18 June 2022 whilst visiting Cooktown for the Discovery Festival weekend.



From Left: Veronica O'Brien, Beverley Grant, Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland, Tracey Hales, Kaitlyn Darvell (volunteer), Nikki Darvell.

Discovery Festival Weekend

The Discovery Festival 2022, held on 17-19 June, was a huge success attracting visitors from all over Australia. Veronica O'Brien delivered a presentation on our Chinese history, which was well received. Staff dressed in costumes and thoroughly enjoyed the weekend whilst welcoming many hundreds of visitors to the museum.



Discovery Festival: Alex Sieverding and Bev Grant



Munthiwarra Aboriginal Corporation's launch of their Country Plan

The Munthiwarra Aboriginal Corporation's launch of their Country Plan was held in the First Nations room at the Cooktown Museum on Tuesday 21 June. There were 20 in attendance which commenced with the Welcome to Country, followed by Plan for Country with an interactive session, sharing knowledge, culture and shaping futures together.

Launch of the book 'Captain Cook in Queensland'

The Cooktown Re-enactment Association organised the Cooktown launch of this very special book at Waalmbal Birri Heritage and Culture Centre in Cooktown. The publication was the result of Conferences held in Brisbane and Cooktown in 2021 sponsored by The Royal Historical Society of Queensland. 37 papers were presented by various academics, interested people and locals, on the subject of Captain Cook's 100 days in Queensland waters in 1770 which featured throughout the pages. Amongst the guests were Richard Ferguson, President of The Australian Branch: Captain Cook Society who presented a well-informed speech. The Foreword in the book was written by The Governor General of Australia, General David Hurley and officially launched by Queensland Governor Ms Jeannette Young at the Commissariat Store in Brisbane in October 2022.



From Left: Veronica O'Brien, Richard Ferguson (President of the Australian Branch: Captain Cook Society) and Loretta Sullivan (President of the Cooktown Reenactment Association)

Branch Committee Reports

BRISBANE BRANCH

In the last financial year, the branch focused on advocacy issues and re-establishing events and tours in the wake of COVID-19. The Brisbane branch meets monthly at the United Service Club on Wickham Terrace, and members can also link into the meetings via Teams. Phillip Tanner, NTAQ Heritage Manager, updates NTAQ state activities at the meetings. Guest speakers at the meetings have included Stuart Lummis (Chair of the Heritage and Advocacy Committee and Deputy Chair NTAQ), Representatives from the Heritage Council- Catherine Chambers (Director Heritage) and Nicole Mulholland (Manager Heritage) from the Qld Dept of Science & Environment, Heather Blasdale Clarke (Cultural Historian), Neil Peach (Spring Hill Community Action Group).

Members took part in several activities, including a tour of Dods House led by Dr Valerie Dennis, a dinner event at The Sunshine Club, and an event held at Wolston Farmhouse in November 2021, with presentations on the history of NTAQ and heritage protection in Queensland followed by a tour and afternoon tea.

The Brisbane Branch looks forward to growing support for the Brisbane branch and local advocacy matters and establishing more social events celebrating heritage.



LOGAN BRANCH

The Logan Branch of the National Trust was formed in October 2019 with many plans to conserve and promote the significant and varied history of our Logan area. The branch is committed to growing National Trust membership across Logan and working with other like-minded, history and museum groups in Logan. COVID-19 restrictions and wet weather limited community events and meetings. Now the branch is looking to grow committee members and activities to conserve and promote the history and heritage of Logan.



REDLANDS BRANCH

By Annette Marsson, Chair

The Redlands Branch celebrates another successful year with well-attended bi-monthly meetings and guest speaker segments enjoyed. During the past year, our Branch has made several submissions on various heritage and environmental matters in Redland City. These have included comments on the Gumpi (Dunwich) Master Plan, support of the State Heritage listing of Willard's Farm at Birkdale, comments regarding the Redland City Council's Medium Density Residential Code Review and to the Dept of Environment & Science support regarding heritage listing of the Birkdale Community Precinct. Our relationship with Redland Museum and the North Stradbroke Island Museum is strong and flourishing, with regular updates on activities. We were pleased also to support the inaugural Coochiemudlo Mangrove Festival held in July and look forward to further involvement with the Coochiemudlo Heritage Society. The Australian Heritage Festival took place in April and May. Our programme included a guided walk to historical Cleveland Point, a visit to the North Stradbroke Island Museum, and a partnering event with Redland Museum.

The Heritage Festival was a great success, with all events well supported and enjoyed. The Raby Bay Rail Trail project now has an established working group, liaising with the broader community and investigating options for funding, grants and sponsorships. Thanks to the members of the working group for their effort and enthusiasm. A Strategic Business Plan for 2022 – 2025 has now been undertaken to develop our Branch

identity and focus attention on our direction, objectives, and strategies for outcomes, mindful of the core values of NTAQ. Our future directions will focus on several issues. Toondah Harbour proposed development on Ramsar listed wetlands, where we await the release of the EIS for public review. Willards Farm heritage listing, and the status of the Birkdale Community Precinct will be closely followed. The City's Heritage Register finalisation by Council is also eagerly anticipated. Generally, we will continue to support and be involved with conservation campaigns and ongoing community engagement in connection with our environment and built and cultural heritage. Thanks to the Grand View Hotel management for supporting NTAQ and our Branch, making the Cleveland Room available for our meetings. Again, we are fortunate to receive support and assistance from a number of local Redland City Councillors, and we acknowledge and appreciate their valued contributions and guidance.

Thanks to NTAQ for your support and our Liaison Officer for his assistance and interaction with our Branch. To our outgoing Committee, thanks for a tremendous effort during the year and to our Branch members for your support and participation at our meetings and your commitment to the National Trust. In conclusion, I am blessed to be a 5th generation Redlander with my family settling in Cleveland. I hope that future generations will be able to enjoy this beautiful environment and appreciate the rich history and cultural heritage spanning the generations.



Cleveland's Historic Lighthouse was the starting point for the Branch's Historic Precinct Walk (a festival activity)



Grand View

IPSWICH REGIONAL BRANCH

By Arthur Frame AM, President

Our volunteers and community supporters were delighted to reunite and return to a more normal way of operating throughout the year. For, as with most community organisations, the pandemic had a significant negative impact on public meetings, community activities and programs.

The return of our Regional Trust Talks, which are always presented prior to branch meetings have proved extremely popular with members and the general public. They included a presentation by Helen Pullar OAM, about the life and work of architect Walter Burley Griffin. This was hosted at the Burley Griffin Incinerator Theatre, home of the Ipswich Little Theatre Society, for more than 50 years. This venue is a most impressive example of adaptive re use and one of which our community can be extremely proud. The theatre has played host to two of our NTAQ conferences over the past decade or so.

Another highly engaging presentation, in the Regional Trust Talks series, was on the demolition, reinstatement and restoration of The Commonwealth Hotel by heritage architect Peter Johnston and archivist on the project Melanie Rush. This included a guided tour of the site and guests being provided with the unique opportunity to see the work being undertaken on this important heritage project.

Fellow branch member Eirys Jones hosted our June Regional Trust Talks event *As Long As Water Flows*, at the Ipswich Welsh Church. A large and highly engaged audience learned of the importance of that iconic heritage listed building and of the cultural and economic contribution people from Wales have made to the Ipswich community over the past 136 years.

As has become usual our Great Houses of Ipswich September 2021 and the May 2022 events continued to be rested due to Covid. However plans are underway finally, to reinstate this in May 2023, where we hope to open three of Ipswich's iconic homes to the public once more.

Ipswich Digital Librarian and branch member Melanie Rush helped ensure we maintained a virtual connection with our followers by profiling previous Great Houses of Ipswich through the popular Ipswich City Council live online program *Chasing Our Past*. In October *Arrochar*, *Toronto* and *The Chestnuts* were featured with some lively and engaging presentations by their owners.

Branch Deputy–President Caroline Whetter has continued to do a great job maintaining the online presence of the NTAQ building our Facebook following.

We also continue to enjoy strong links with the Ipswich City Council, who have provided us with ongoing support through free venue access for meetings, in the new central Council administration building during this time.

I acknowledge with appreciation the work and commitment of our executive team in maintaining a profile for NTAQ during unusual and challenging times.

During the year I retired from the Australian Council of National Trusts (ACNT) and Brisbane Open House when I retired my position as Deputy President of NTAQ. I especially thank my fellow Board members and the members of the Ipswich Regional Branch for their ongoing support throughout my ten year tenure.



TOOWOOMBA BRANCH

There were a number of changes in the Toowoomba Region in 2021/22. In October 2021 a Site Coordinator, Naomi Marsh, was appointed who took on the operational management of the Inn. This also prompted a review of the role of the Committee and with the help of Phillip Tanner, the Heritage Manager, developing a Strategic Business Plan for the Region.

A Branch Volunteer thankyou was held in conjunction with the Annual General Meeting of the Branch where Phillip Tanner provided an inspiring background to the volunteers, local MP Pat Weir and Local Councillors who were present.

COVID-19 interruptions continued periodically over the year, but, with the support of our dedicated volunteers, we managed to continue to have two Open Days each month as well as continuing with school visits, group paranormal investigations and night tours and other special events including for the Carnival of Flowers.

A total of 1,253 people participated in these activities over the year.

We are fortunate to have Dr John Stanley on the Committee who keeps us up with the Heritage Listed St Luke's Church and Hall and the renovations occurring there, including the repair of the grand Pipe Organ in the Church.

Committee Members for 2021/22 were: Jeff Coutts (Chair); Helen Moloney (Deputy Chair); Tina Mundt; Bruce Mcloughlin; Francis Mangubhai (Treasurer); Linda Mangubhai; Stephanie Keays; Dr John Stanley; Sharon Kinnear.



CHARTERS TOWERS BRANCH

During 2021/22 the Charters Towers Branch undertook more co-ordination work with the Zara Clark Museum and the Don Roderick Gallery. The branch also grew with new branch members joining, increasing the depth of local historic knowledge.

The branch continued to work with the NTAQ Heritage team to improve the property's maintenance plans and Workplace Health & Safety improvements and to promote them to encourage more visitors.

The branch is focused on co-ordinating with other local Charters Towers Archive entities.



NTAQ Ambassadors and Advocates



We would like to acknowledge the hard work and dedication of our Ambassadors that leverage their connections and following to promote our work and fundraising initiatives. It is with gratitude that we acknowledge Jann Stuckey as our continuing NTAQ Ambassador, and welcome Allan Dixon, Lincoln Lewis, Molly Wright as new Ambassadors. We also acknowledge Toby Mitchell and Lynn Gilmartin for their commitment and dedication to our causes.



Jann Stuckey was appointed NTAQ Ambassador in 2021 as she wanted to do something meaningful after retiring from her career in politics, choosing to continue the vision of founder Sir Alex Griffiths ensuring that our natural world can be enjoyed for generations to come. While Jann is a Gold Coast local, her role extends to advocating for all NTAQ properties and programs. As a trusted public figure, supporting Currumbin Wildlife Sanctuary and Hospital, and the Currumbin community for 16 years as State Member, Jann plays a key role in supporting NTAQ efforts to protect and preserve Queensland's natural, cultural, and built heritage.



Lincoln Lewis is proud to be an Ambassador for the National Trust of Australia (QLD). As a wildlife lover, he has been able to create global awareness and provide fundraising support for Currumbin Wildlife Hospital and Currumbin Wildlife Sanctuary.

Lincoln Lewis began acting at thirteen, appearing in many shows before making his way to the big screens in 2005 with films *Aquamarine* and *Voodoo Lagoon*. However, it wasn't until appearing on *Home and Away* in 2007 that he became a household name, winning a Logie for his role as Geoff Campbell.



Allan Dixon is a media strategist and an animal advocate known for his unique approach to creating light-hearted, humorous content to promote animal conservation. He is most famously known for his quokka selfie which became a global phenomenon, reaching over 3 billion views.

After the 2020 Australian bushfires, he led campaigns to crowdfund hundreds of thousands of dollars to distribute to wildlife tourism carers/operators throughout Australia. Allan has proudly supported Currumbin Wildlife Hospital through innovative online fundraising ideas and has promoted its mission around the world. Allan has been featured in a diverse array of notable publications and media outlets and today has successfully created a community of individuals around the world who have been brought together through their love for wildlife and desire to create a future where animals and humans can co-exist.



Molly Wright is a passionate performer and devoted conservationist. Molly spent the first 3 years of her life in Manchester, England, and now resides on the Gold Coast of Australia. Molly entered the acting arena at the tender age of 6 and since then has acted in numerous Australian films and TV shows. Molly rose to international prominence in the public speaking arena, when she delivered her *Thrive by Five* TED talk in collaboration with philanthropic organisation Minderoo Foundation and Australian filmmaker, Michael Gracey. In addition to making Molly the World's youngest TED talker, it was the highest viewed TED talk of 2021.

In 2020, Molly was invited to attend an Open Day at Currumbin Wildlife Hospital. Molly has always had a curiosity and passion for nature and during her visit witnessed firsthand the important work undertaken by staff and volunteers, operating through charitable donations. Determined to help and make a difference, Molly raised \$23,000 for Currumbin Wildlife Hospital and has now formed the Conservation Club with fellow wildlife enthusiasts, embarking upon a fundraising adventure. To support our mission to treat, rehabilitate and release the Australian wildlife she is so passionate about.

Director Profiles

Gina Palmer – President



Experience and Expertise

Elected to the Board in November 2016. Gina has more than 25 years' experience in corporate governance, education, senior management, small business consulting and community engagement across various sectors and has developed and implemented numerous business innovation initiatives, and natural and built environment projects, including the design and implementation of a wildlife corridor on the Darling Downs, South East Queensland. She is also the Co-Founder and Director of Minds Tomorrow Pty Ltd. Gina's strengths are innovation, collaboration, strategy, leadership, and change management. She is a qualified company director, was Chair of NTAQ Nominations and Governance Committee and previously an appointed, Chair of a Strategy Committee, and Deputy Chair and Chair of the Australian Business Deans' Council General Managers group involving more than 40 Australian Universities, and has held the office of Company Secretary.

Special Responsibilities

Member of NTAQ Nominations and Governance Committee, Member of NTAQ Audit and Risk Committee.

Stuart Lummis – Deputy President



Experience and Expertise

Stuart has many years' experience as a senior executive and company director, with a strong background in the property sector. Stuart has extensive experience in both large publicly listed groups and not-for-profit organisations. He is also Director of Bolton Clarke Group, Brisbane Markets Limited, Deaf Services Limited, Nazareth Australasia Care, the Queensland Heritage Council and a member of the Queensland Heritage and Advisory Panel, Councillor of Queensland Heritage Council and Chair of the Property Advisory Panel for the Sisters of St Joseph and member of their Stewardship Council. Stuart is a Fellow of the Australian Institute of Company Directors.

Special Responsibilities

The inaugural Chair of Heritage and Advocacy Committee, Member of Audit and Risk Committee.

Melissa Brown



Experience and Expertise

Elected to the Board in 2021 Melissa is a north Queenslander with a passion for our unique and diverse heritage areas. As founding Director of 4 Elements Consulting, she has a background of 25 years in wildlife ecology, project management and threatened species where she strives to protect our natural assets while maintaining stakeholder relationships.

Melissa's strengths are innovation, leadership and advocacy where she works within her local community in committee roles at the Wet Tropics Management Authority and the Environmental Institute of Australia and New Zealand. Melissa's expertise extends to brokerage and management of Australian Government and international donor funded applied environmental research programs and large-scale renewable energy and conservation projects to ensure governance, equality and compliance.

Special Responsibilities

Member of NTAQ Nominations and Governance Committee.

Mark Townend AM



Experience and Expertise

Mark has decades of experience working in local government, commercial and not-for-profit industries, including 19 years as Chief Executive Officer of RSPCA Queensland before joining Spinal Life Australia in October 2019 as Chief Executive Officer. Mark is skilled in organisational development, process improvements, innovation, strategic planning and implementation of motivated workplace cultures and has been recognised with a Member of the Order of Australia (AM) and is a recipient of the Prime Minister's Federation Medal for significant services to the community.

Toby Price



Experience and Expertise

Elected to the Board in November 2019. Currently Owner and Director of P&P Pacific, Toby is a passionate advocate for the preservation of culture and heritage and has a strong background in marketing and membership. With previous senior management and board experience, Toby has excellent financial fluency and is accomplished in the application and execution of the role of Director. Previously Head of Business Development for Times Newspapers (part of News Corp UK) he has more recently worked with a number of organisations (including indigenous) ensuring constitutional and corporate compliance (with ASIC).

Special Responsibilities

Chair of Nominations and Governance Committee.



Stephanie Keays

Experience and Expertise

As an active Trust member, based in Toowoomba, Stephanie brings to the Board grass roots representation for members, business acumen, lived understanding of regional issues and first-hand experience of the operation of a NTAQ property-the Royal Bull’s Head Inn. This experience is invaluable in ensuring the complex and diverse requirements of the NTAQ’s mission namely to promote and advance the conservation, protection and understanding of Australia’s natural and cultural heritage, including the heritage of Australia’s first peoples, for public benefit and education, are met.

With over 25 years’ experience as a specialist architect in both environmental and heritage conservation, Stephanie has a strong understanding of the responsibilities associated with leadership in the fields of Conservation and Heritage.

Stephanie’s advocacy and significant community involvement with the Trust including as Toowoomba Branch Committee Member, co-ordinator of Toowoomba Open House and liaison officer for Toowoomba’s Festival of Rail (celebrating 150 years of the Railway in Toowoomba) are evidence of her passion for the work of the Trust. Stephanie is proud to be working to make the Trust and its mission come alive for the public and for the organisation’s own network of volunteers and members.



Carolyn Parker

Experience and Expertise

Carolyn has over 30 years’ commercial experience, with leadership and board roles in numerous industries including community services, social housing and asset management, retail, tourism, and hospitality. As a former Senior Executive at David Jones for 20 years, Carolyn had P&L accountability for over \$100 million pa revenue and managed human resources for over 500 employees. She has since had 12 years corporate governance experience in numerous board roles, including Chair of Santos Organics, and President of North Byron Business Chamber. She is currently Vice Chair of North Coast Community Housing and Non-Executive Director of BSR Group [Betta stores Franchisor] and Regional Development Australia [Northern Rivers]. Her expertise spans risk management, WH&S, financial control, facility management, property development and strategic planning. She is passionate about animal welfare and is a conservation enthusiast.

Special Responsibilities

Member of Audit and Risk Committee, Trustee of Currumbin Wildlife Hospital Foundation



Garry Vistarini

Experience and Expertise

Garry has over 40 years' experience as a senior executive in corporate planning and corporate finance in large multi-national corporations and as CFO and general manager in medium sized manufacturers. Garry has a long association with the National Trust with his last 5 years as CFO for National Trust of Australia (Victoria) before joining NTAQ Limited as a director in 2021.

Garry has a keen interest in Australian history and preserving our built, environmental and cultural heritage.

Special Responsibilities

Chair of Audit and Risk Committee, Chair of Trustees of the Currumbin Wildlife Hospital Foundation Trust.



Glenys Schuntner

Experience and Expertise

Glenys is an experienced board director and senior executive based in Townsville, with strong family roots in Brisbane where she was born and completed schooling and her undergraduate university degree.

Bringing extensive experience and skills in leadership, management, trade and investment, government relations and advocacy, tourism development and marketing to her role, Glenys' interest in heritage and conservation protection and promotion for the benefit of local communities and visitors motivated her to become a member of the NTAQ and later nominate for a position on the board.

Glenys' career experience has included: 17 years as the Chief Executive Officer of two not-for-profit organisations in Townsville focussing on economic development and tourism marketing in the north; 11 years in senior international trade and investment roles in Japan, Malaysia and Australia; and 5 years in travel industry and airline roles in Australia and Japan.

Glenys' other current roles include: Chair, Townsville Fire Limited- Queensland's team in the Women's National Basketball League; Chair, Tropical North Queensland Drought Hub; and Chair, Northern Australia Development Program Committee.

Special Responsibilities

Member of NTAQ Nominations and Governance Committee

Our Supporters

Thank you for your generosity and support during 2021/22.

The NTAQ Fundraising Team were encouraged by the strong support from the community with generous donations from individual donors, loyal support from our corporate partners and nonprofit partners as well as interest and engagement from social media and influential members of the public.

- Special Thanks and Individual Donors
- Craig & Julie Maurer
- Craig Fuller
- Di Coulthard and Steve Franklin
- Don and Brenda Duthie
- Empire Office Furniture
- Forrest Family
- Gallery One
- Gwinganna Lifestyle Retreat
- Hibiki Takahashi
- Hilary & Nick Jacobs
- Jann and Richard Stuckey
- JL & Partners
- Jim Mullins
- Kerry Shepherd
- Lowry Park Zoo
- Koala Intelligence Agency – Thank You Allan Dixon
- Maureen Stevenson
- Molly's Wildlife Warriors
- Peter and Julie Gash
- Rosella Bar
- Shannon Doyle
- Steve and Tisha Carter
- The Neumann Family
- The Wholesome Store – Thank You Ellie Watson
- William Frost
- Corporate Partners
- AgileXperts Corporate Partner
- Attwood Marshall Lawyers
- Big Yellow Safety
- Burleigh Boardriders
- Burleigh Golf Club
- Community Bank Tugun | Bendigo Bank
- Energex
- GR8 Health
- Husk Distillers
- John Flynn Private Hospital
- Koala Farmland Fund
- Koala Services
- Mediscrubs
- Multotec
- Pest Doctor
- Quinn Family Law
- RACQ Insurance
- ReAmped Energy
- Red Shed Business Advisors
- Riff Raff Baby
- See Civil
- Sky High Media
- Suktas Pty Ltd
- Somm Wine Store
- Specialised Animal Nutrition
- Summerland Credit Union
- The Daily Edited
- The Fox's Pantry | BP Tugun
- The Star Gold Coast
- The Vege Chip Company
- Tile Ezy (The Tile Collective)
- Tugun Market Co
- Tugun Rugby League Club
- Usher & Sons

Bequests

In 2021/22 we received \$535,917.31 from three separate gifts in Wills; we also received a generous donation of \$40,000 from a living donor who has sadly passed away since.

The team at NTAQ is always grateful and humbled when a generous donor leaves a gift in their Will. While this is a sad time for family and friends, there is some joy in knowing that a legacy remains by saving wildlife, protecting and conserving our environment and celebrating our culture and heritage.

Currumbin Wildlife Hospital is the main recipient of gifts in Wills. It is an honour to be remembered by people who share the same values and recognise the important work of the hospital for the community and our native wildlife.

Nonprofit Partners

- Australian Firefighters
- Currumbin RSL
- Queensland University of Technology (QUT)
- University of Queensland (UQ)
- South East Queensland Wildlife Network
- The Rotary Club of Currumbin Coolangatta Tweed Inc
- WildArk
- Wildcare Australia
- Bats QLD
- Team Koala
- Friends of the Koala
- Tweed Valley Rescue
- SE QLD Wildlife Hospital Network (Australia Zoo and RSPCA)
- Local Veterinary Clinics
- WIRES
- Women of Influence
- Worldwide Fund for Nature (WWF) Australia

Foundations

- Neumann Benevolent Foundation
- Sartain Foundation
- The Acme Foundation
- The Reuben Pelerman Benevolent Foundation
- The Suitters Foundation

Event & Promotional Partners

- Pacific Fair
- The Valley Estate

Council, Government and Grants

- Angie Bell MP
- Commonwealth of Australia as represented by the Department of Industry, Innovation and Science
- Council of the City of Gold Coast
- Councillor James Owen
- David Crisafulli MP
- Geoff Provest MP
- Karen Andrews MP
- Laura Gerber MP
- Leanne Enoch MP
- Meaghan Scanlon MP
- State of Queensland Department of Environment & Science
- Tweed Shire Council
- Division 3 Cr Donna Gates
- Division 5 Cr Peter Young
- Division 8 Cr Bob La Castra
- Division 11 Cr Herman Vorster
- Division 12 Cr Pauline Young
- Division 13 Cr Daphne McDonald
- Division 14 Cr Gail O'Neill

Corporate Supporters

- Coca-Cola Europacific Partners Australia
- Bidfood Australia Ltd
- Peters Ice creams
- Lavazza Coffee
- WW Souvenirs
- Kodak Moments
- Veolia (previously Suez)
- Gold Coast Confectionary

Grant Funding

By Amber Thorley, Grants Manager

During the 2021/22 financial year NTAQ received notification of the following grants totalling \$7,603,062.08 (exclusive of GST):

- \$2,627,500 from the Australian Federal Government Building Better Region's Fund Round 5 to build the Australian themed precinct at Currumbin Wildlife Sanctuary.
- \$2,000,000 from the joint Queensland-Australian Government COVID-19 Business Support Package, through the Major Tourism Experiences Hardship Grant funding staff wages at Currumbin Wildlife Sanctuary.
- \$1,930,150 from the Australian Government's, Supporting Australia's Exhibiting Zoos and Aquariums affected by COVID-19 restrictions Program for assisting with animal welfare related operating expenditure, claims 5, 6, 7, 8 and 9 at Currumbin Wildlife Sanctuary
- \$350,000 via Destination Gold Coast, from the Australian Government under the Recovery for Regional Tourism program, an initiative of the \$1 billion COVID-19 Relief and Recovery Fund for the Extinction Trail Project at Currumbin Wildlife Sanctuary.
- \$312,695 from the Australian Government under the Black Summer Bushfire Recovery Grant for Cooktown Museum Annex Roof.
- \$97,500.52 in partnership with Fitzroy Basin Association from the Australian Government's Environment Restoration Fund towards Saving the Critically Endangered Kroombit Tinkerfrog from Extinction project at Currumbin Wildlife Sanctuary.
- \$93,000 from the Department of Industry, Science, Energy and Resources under the Regional Bushfire Recovery for Multiregional Species and Strategic Projects Program grant for Developing radio-transmitter attachment methods for Eastern Bristlebirds at Currumbin Wildlife Sanctuary.
- \$62,133 from the Australian Government under the Black Summer Bushfire Recovery Grant funding marketing and signage for Honeyworld.
- \$43,221.69 proudly funded by the NSW Government towards the development of the Environment Centre at Garima Conservation Reserve.
- \$30,000 from the Queensland State Government under the COVID-19 Business Support Grant provided financial support at Currumbin Wildlife Sanctuary.
- \$16,988.87 from the Australian Government under the Culture, Heritage, and Arts Regional Tourism (CHART) program funded promotional packages for Brennan and Geraghty's Store Museum, Charters Towers properties, Cooktown Museum, Hou Wang Chinese Temple and Museum, Royal Bulls Head Inn and Townsville Heritage Centre.
- \$16,900 from City of Gold Coast 2021/22 Community Events Grants through Division 14 – Cr O'Neill supported the Sanctuary Sounds event season at Currumbin Wildlife Sanctuary.
- \$10,000 proudly supported by Brisbane City Council through its Historical Organisation Assistance Grant Program for maintenance at Wolston Farmhouse.

- \$5,000 from the Queensland State Government under the Border Business Zone Hardship Grant provided financial support at Currumbin Wildlife Sanctuary.
- \$5,000 from the Foundation for National Parks & Wildlife Bushfire Restoration Grant funded bushland regeneration at Currumbin Wildlife Sanctuary.
- \$2,000 from the Australian Government 2021 Volunteer Grants through Karen Andrews, MP Federal Member for McPherson funded 2-way radios for volunteers at Currumbin Wildlife Sanctuary.
- \$973 from the Tablelands Regional Council Community Grant Program funded a printer and scanner for Hou Wang Chinese Temple and Museum.

During the 2021/22 financial year NTAQ received grant funding for Currumbin Wildlife Hospital from:

- Department of Industry, Innovation and Science as part of the Federal Environment Restoration Fund 2019 for Koala Treatment, Rehabilitation and Research.
- Queensland Government through the Department of Environment and Science for Wildlife Hospital Capacity Expansion.
- WWF for the operational costs of the Pottsville Koala Holding Facility.
- WWF for the Koala chlamydia challenge – vaccine research to improve Koala survival.
- WWF for flood relief to support the Hospital’s increased operations.
- City of Gold Coast for the Koala Chlamydia Trial Vaccine Project.
- City of Gold Coast divisional funding from divisions 3, 5, 8, 11, 12, 13 and 14 for operational funding.
- Queensland Government through the Department of Environment and Science in partnership with South East QLD Wildlife Hospital Network for wildlife hospital network collaborative funding.
- Watergum for the Great Cane Toad Bust freezer purchase and activity.

Financial Reports

FINANCIAL PERFORMANCE (OPERATIONAL)

Year Ended 30 June (\$'000)	2022	2021	2020	2019	2018
INCOME					
Admissions	5,711	4,563	9,053	12,371	10,799
Merchandise & Photography sales	2,382	1,815	4,676	6,018	5,756
Food & Beverage Sales	2,673	2,246	3,498	4,388	4,089
Memberships	970	853	613	731	545
Sponsorships	131	70	135	140	85
Grants	7,806	4,387	133	116	375
Donations/bequests	964	417	181	124	79
Distributions from CWHF	556	750	1,079	917	550
Rent income	449	449	349	408	449
Car parking fees	259	295	437	533	467
ATO Jobkeeper	-	4,402	2,101	-	-
Other operating income	749	954	825	849	846
TOTAL INCOME	22,650	21,202	23,081	26,595	24,039
EXPENDITURE					
Cost of Sales	1,715	1,283	2,436	3,194	3,111
Employee expenses	12,543	11,521	13,094	12,872	11,779
Advertising & marketing expenses	468	841	556	682	687
Repairs & Maintenance	2,115	1,737	1,190	1,420	1,265
Council rates and water charges	428	373	509	430	402
Insurance premiums	312	269	237	201	177
Board & CWS Committee remuneration	156	165	152	135	128
Other expenses	2,822	2,960	3,072	3,517	3,187
TOTAL EXPENDITURE	20,560	19,150	21,247	22,452	20,736
Net Operating Profit before depreciation & non operating items	2,090	2,052	1,834	4,143	3,304
Non Operating/Non Cash Items					
Depreciation expense & loss on disposal of assets	1,967	1,510	1,421	1,238	1,038
Refund from GST overpayment	-	-	-	-	412
Value of Gifted Property	-	2,200	-	150	2,069
Finance borrowing costs	(9)	(8)	(4)	(12)	(14)
Gain on revaluation of investment properties	192	1,509	271	102	273
TOTAL NON OPERATING / NON CASH ITEMS	(1,784)	2,192	(1,154)	(998)	1,702
Net profit for the year (per audited accounts)	306	4,244	679	3,144	5,005

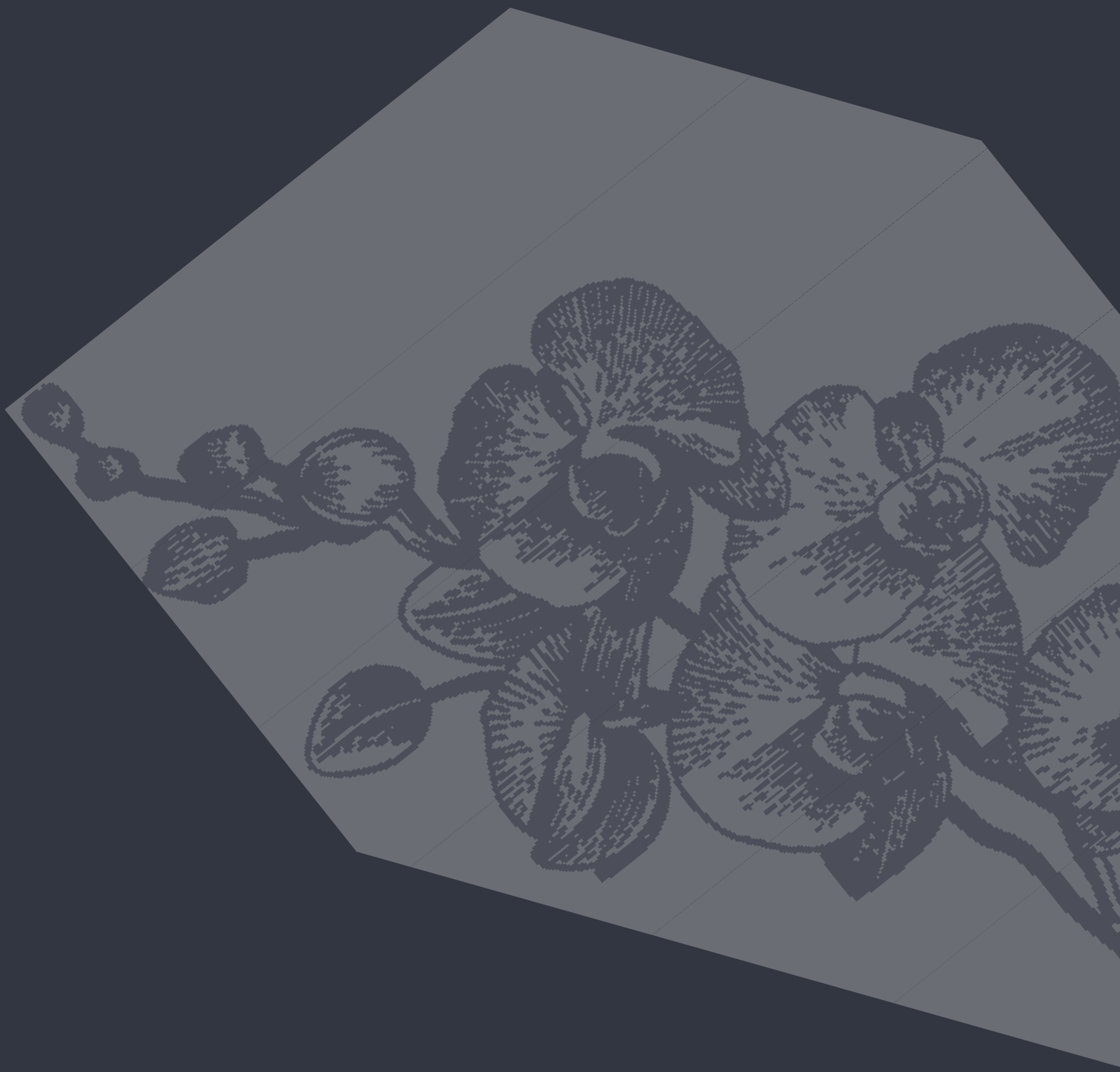
FINANCIAL SUSTAINABILITY

As at 30 June (\$'000)	2022	2021	2020	2019	2018
CURRENT ASSETS					
Cash and cash equivalents	6,328	7,118	2,365	3,110	4,754
Trade and other receivables	1,016	1,214	288	681	1,167
Financial assets - term deposits	2,000	2,000	3,238	3,505	-
Inventories	513	510	517	574	559
Other assets	500	479	1,093	552	307
Other financial assets - external appeals	1,186	1,059	845	767	-
TOTAL CURRENT ASSETS	11,545	12,379	8,347	9,189	6,787
NON-CURRENT ASSETS					
Property, plant and equipment	79,923	71,122	64,667	61,173	59,437
Investment property	6,402	9,070	7,560	7,297	7,195
TOTAL NON-CURRENT ASSETS	86,325	80,192	72,227	68,470	66,632
TOTAL ASSETS	97,869	92,572	80,575	77,659	73,419
CURRENT LIABILITIES					
Trade and other payables	3,186	4,346	1,931	2,417	2,025
Borrowings	346	58	56	59	95
Employee Benefits	1,247	980	1,117	1,121	1,036
Other - external appeals	1,186	1,059	845	767	-
TOTAL CURRENT LIABILITIES	5,965	6,444	3,950	4,364	3,156
NON-CURRENT LIABILITIES					
Borrowings	113	102	152	41	58
Employee Benefits	302	294	227	271	269
TOTAL NON-CURRENT LIABILITIES	415	396	379	312	327
TOTAL LIABILITIES	6,380	6,840	4,330	4,677	3,483
NET ASSETS	91,489	85,732	76,245	72,982	69,936
EQUITY					
Reserves	58,687	53,235	47,992	45,409	45,506
Accumulated surplus	32,803	32,497	28,253	27,573	24,430
TOTAL EQUITY	91,489	85,732	76,245	72,982	69,936





The Team proudly displaying 2021 and 2022 Awards for Queensland Major Tourist Attraction



National Trust of Australia (Queensland)

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